

To: tony higgins[tony.higgins123@gmail.com]
Cc: Records Request[recordsrequest@hermosabch.org]
From: Records Request
Sent: Tue 6/25/2019 4:42:56 PM
Subject: PRR-19-00058-Higgins,Tony-06-18-19
[PRR-19-00058-Higgins,Tony-06-18-19.pdf](#)
[PRR-19-00058-Higgins,Tony-06-18-19-Response Letter.pdf](#)

Hello Mr. Higgins,

Please see the attached.

Thank you very much,

Records Request
Taneshia Hudson
City of Hermosa Beach, City Clerk's Office
1315 Valley Dr. Hermosa, CA 90254
Ph:310.750-3545 ext. 545
recordsrequest@hermosabch.org

From: tony higgins <tony.higgins123@gmail.com>
Sent: Tuesday, June 18, 2019 7:05 PM
To: Records Request
Subject: Re: PRR-19-00058-Higgins,Tony-06-18-19

Thank you

On Jun 18, 2019, at 11:53 AM, Records Request <recordsrequest@hermosabch.org> wrote:

Hello Mr. Higgins,

Please see attached.

Thank you,

Records Request
Taneshia Hudson
City of Hermosa Beach, City Clerk's Office

1315 Valley Dr. Hermosa, CA 90254
Ph:310.750-3545 ext. 545
recordsrequest@hermosabch.org

From: tony higgins <tony.higgins123@gmail.com>
Sent: Tuesday, June 18, 2019 7:20 AM
To: Records Request
Cc: Ann Yang; City Council
Subject: Fwd: [[Rev.com](#)] Re: Help with an order

Dear Records Request Officer

Yesterday we spoke briefly about a records request described in the attached 5/13/19 email for a transcript of a 4.5 minute videoclip where the city council asks for info from the city manager related to my written communication and the city manager responds to this request.

As a stakeholder I never received any information on this despite multiple attempts. I was simply told that the dialog between the city manager and the council did not constitute a request for any action or followup.

This is all related to the overarching questions of (1) enforcement of direct route laws for commercial trucks that are illegally using 27th as an arterial truck route to service plaza business, (2) the availability and willingness of the HBPD to enforce the cities commercial truck direct route laws AND (3) the need to come up with better measures to monitor and enforce Project-Specific-Truck routes for major projects; ***especially when the mitigations proposed in the project-EIR are dependent on adherence to the truck route.***

Here is the videoclip again:

https://hermosabeach.granicus.com/MediaPlayer.php?view_id=6&clip_id=4901&starttime=6005&stoptime=6280&embed=1

Once again, I am hearing disabled but it seems pretty clear the council is making a request for followup from the city manager

I don't know if this TRANSCRIPT request attached below was processed as an add-onto PRR 19-00027 or a separate PRR was opened.

I do recall the records Officer saying the transcript-request was being sent on for legal review.

I am not requesting a formal legal transcript, I am just requesting that the close-caption *script* be provided consistent with any ADA/PRA requirements.

That simply means using software transcription tools already at the cities disposal I believe.

Thank you,
Anthony Higgins

Begin forwarded message:

From: tony higgins <tony.higgins123@gmail.com>

Date: May 13, 2019 at 11:20:00 AM PDT

To: recordsrequest@hermosabch.org

Subject: Fwd: [Rev.com] Re: Help with an order

Dear Records Officer

I spoke with Ms Hudson today about obtaining a transcription of this 4.5 minute video clip.

https://hermosabeach.granicus.com/MediaPlayer.php?view_id=6&clip_id=4901&starttime=6005&stoptime=6280&embed=1

Is it possible to do a PRA request for a transcription of either the 4.5 minute clip above of the 3/12/19 city council minutes either under the PRA or American with disabilities act.

I am hearing disabled, the cc button doesn't work on the video clip and the disabled headphones in the council chambers haven't worked for some time now

I tried sending this url to a transcription service but it could not be transcribed because it was being streamed and could not be saved to disk for input into transcription software.

See message below so I tried my best to handle this myself

Thank you
Anthony Higgins

Begin forwarded message:

From: "Karleen England ([Rev.com](#) Support)"
support@rev.com
Date: May 13, 2019 at 8:03:25 AM PDT
To: Anthony <tony.higgins123@gmail.com>
Subject: [Rev.com] Re: Help with an order
Reply-To: "Rev.com Support" <support@rev.com>

In replies all text above this line is added to the ticket

See our response below. You can reply to this email with any additional questions.

Karleen England ([Rev.com](#))

May 13, 08:03 PDT

Hi Anthony,

Thank you for reaching out. My name is Karleen and I'm happy to help you today.

Anthony, we appreciate you following up on this order! I've reviewed the order and confirmed that, while we are able to view the video at the link provided, there is not a way for the video to be downloaded. We do require downloadable media to process an order.

I hope this helps, Anthony. Please let us know if you have any further questions. Thank you and have a great day!

Karleen
Rev Support
rev.com | [/rev](#) | [@rev](#)

Anthony

May 13, 06:38 PDT

From: Anthony <tony.higgins123@gmail.com>

Order Number: Order Number: TC0835697517

Company: Higgins

I don't understand why my order was cancelled. When I press on the Url on your cancellation status message it "mediaphp it works just fine.

It's a city government website.

Can you give me the technical reason that the video plays just fine from the link I provided that now resides on your website yet state status for cancelling the order says file not downloadable

I need to go back to the city of Hermosa Beach and demand a transcript if in fact they have done something that allows the video to be viewed but not downloaded

Thank yoy

This email is a service from [Rev.com](#). Delivered by [Zendesk](#).

<PRR-19-00058-Higgins,Tony-06-18-19.pdf>

<PRR-19-00058-Higgins,Tony-06-18-19 - Letter.pdf>